

# INTERNATIONAL SEARCH REPORT

International Application No

PCT/GB 02/05515

**A. CLASSIFICATION OF SUBJECT MATTER**  
IPC 7 G06F11/34

According to International Patent Classification (IPC) or to both national classification and IPC

## B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

IPC 7 G06F

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EPO-Internal, WPI Data, INSPEC, IBM-TDB, PAJ

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	"Topaz for SLM : Managing Business IT Services from a Business centric perspective" MERCURY INTERACTIVE WHITE PAPERS, 'Online! October 2002 (2002-10), XP002252593 Retrieved from the Internet: <URL:http://w2.mailsubs.com/images/2584/Bu s-Centric-SLM-Final.pdf> 'retrieved on 2003-08-27!	1,2, 5-14, 17-24
Y	page 2, line 14 - line 17 page 4, line 29 -page 8, line 21 page 9, right-hand column, line 10 -right-hand column, line 34 page 10, line 4 - line 24 --- -/--	3,4,15, 16,25-30



Further documents are listed in the continuation of box C.



Patent family members are listed in annex.

### \* Special categories of cited documents :

- \*A\* document defining the general state of the art which is not considered to be of particular relevance
- \*E\* earlier document but published on or after the international filing date
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- \*O\* document referring to an oral disclosure, use, exhibition or other means
- \*P\* document published prior to the international filing date but later than the priority date claimed

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- \*X\* document of particular relevance; the claimed invention cannot be considered novel or cannot be considered to involve an inventive step when the document is taken alone
- \*Y\* document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art.
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Date of the actual completion of the international search

29 August 2003

Date of mailing of the international search report

15/09/2003

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## C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
Y	US 2002/042823 A1 (DEBETTENCOURT JASON ET AL) 11 April 2002 (2002-04-11) abstract paragraph '0029! paragraph '0040! paragraph '0062! paragraph '0066! paragraph '0092! paragraph '0095! paragraph '0097! paragraph '0099! paragraph '0124! figures 1,3,6-9	3,4,15, 16,25-30
A	US 5 819 030 A (CHEN JOHN YUN-KUANG ET AL) 6 October 1998 (1998-10-06) abstract figures 5A,5B column 2, line 38,39 column 2, line 47 - line 52 column 3, line 55 - line 62 column 10, line 37 - line 42	4,16,28, 30
A	US 6 269 456 B1 (HODGES VERNON ET AL) 31 July 2001 (2001-07-31) figures 3,8 column 4, line 52 - line 64 column 7, line 13 -column 8, line 9	3,4,15, 16,25-30
A	US 5 638 514 A (YOSHIDA KOJUN ET AL) 10 June 1997 (1997-06-10) abstract column 1, line 64 -column 2, line 28	1,13,27, 29

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US 2002042823	A1	11-04-2002	US 6279001 B1	21-08-2001
			US 6317786 B1	13-11-2001
			US 6314463 B1	06-11-2001
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